

**APPENDIX A**

House Bill 1640 and Senate Bill 5660

**APPENDIX B**

Specific Provisions of ESHB 1640

**APPENDIX C**

Notice

Letter to Park Owners, August 22, 2005

Park Registration Application

Mailing Address Request Form

Second Letter to Park Owners, November 18, 2005

Third Letter to Park Owners, December 8, 2005

Registration Does Not Apply Form

Registration Certificate

**APPENDIX D**

Park List: Registered

Park List: No Response

**APPENDIX E**

Press Release

Public Service Announcement

**APPENDIX F**

Project 1640 Committee Members

**APPENDIX G**

Actions Taken on Each Complaint

## **APPENDIX A**

## **APPENDIX A**

### **House Bill 1640 and Senate Bill 5660**

The original version of the 2005 manufactured housing landlord tenant legislation was not enacted by the Legislature. This proposal would have authorized CTED to make findings regarding violations of RCW 59.20 and The Consumer Protection Act and take enforcement action. Residents in manufactured housing communities were required to notify the landlord about the problem, and provide time for it to be remedied, prior to making a complaint to the department.

- The department was given discretion over when to conduct an investigation. Investigative powers included the right to issue subpoenas, administer oaths, take depositions compel attendance and employ staff needed for these functions.
- Upon finding that an unfair practice or violation of RCW 59.20 has occurred, the department could issue a citation, which had to specify what and when corrective action must be taken. The citation also had to specify the penalty for not taking corrective action and the process for appealing a citation through an administrative hearing.
- If the deficiency was not corrected in a timely fashion, and there was no request for an appeal, the department could issue fines of up to \$5,000 per violation per day it remained uncorrected. The department was directed to adopt rules laying out guidelines for fining. The department was given authority to consider mitigating or aggravating circumstances and good faith efforts in issuing or waiving fines and setting fine amounts.
- The department could also issue cease and desist orders and require repayment of improper rent.
- Manufactured housing communities were required to register and pay a fee of \$10 per lot to cover the cost of the investigation and enforcement work. No more than half of this cost could be passed on to tenants. Failure to pay the fee could result in a lien being placed on the property.
- The new investigative powers were to begin January 1, 2006.

## **APPENDIX B**

## APPENDIX B

### Specific Provisions of ESHB 1640

**Intent:** The legislature finds that there are factors unique to the relationship between a manufactured home owner, specifying that “the difficulty and expense in moving and relocating a manufactured/mobile home can affect the operation of market forces, and lead to an inequality.”<sup>1</sup> It also finds that taking legal action under the manufactured/mobile home landlord tenant act can be too costly and time consuming for both tenants and landlords.<sup>2</sup>

The legislature notes it intends to provide a mechanism to quickly locate park owners and a less costly and more effective way for manufactured home owners and park owners to resolve disputes. It also intends to “expand the existing ombudsman service”<sup>3</sup>, require registration of manufactured communities, and a report.

Finally, the legislature states that if registration of parks, clarifications to existing law, and increased staffing to investigate complaints and work to resolve complaints “in good faith voluntarily prove insufficient to adequately protect the rights and responsibilities of mobile home park tenants and owners, it is the intent of the legislature to find other methods for resolution in the future.”<sup>4</sup>

**Ombudsman Function Allowed to Expand:** The Department’s ombudsman role under 59.22.050 is expanded. The Department is authorized to do investigation and evaluation of complaints alleging unfair practices or violations of the manufactured housing landlord tenant act, to discuss issues with the parties involved or others, to explain options, and to provide assistance in negotiating an agreement between the parties.

It is made clear that both landlord/park owners and tenant/mobile homeowners have the right to complain to the Department about unfair practices or violation of the mobile home landlord tenant act. Landlords and tenants may still take legal action against one another, including unlawful detainer proceedings used in evictions, and need not make use of the ombudsman process prior to doing so.

**Notification and Posting:** The department is directed to ensure that notice of the ombudsman complaint resolution program is given to each mobile/manufactured home landlord or park owner and each mobile home unit owner or tenant. Mobile home landlords are required to post an easily visible notice in all common areas of parks, including clubhouses. The format of the notice is to be set by the Department and it is to summarize tenants’ rights and responsibilities and include a toll-free phone number for making complaints or seeking further information.

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<sup>1</sup> ESHB 1640, Sec. 1 (1)

<sup>2</sup> ESHB 1640 Sec 1 (2)

<sup>3</sup> ESHB 1640, Sec 1 (3) (b)

<sup>4</sup> ESHB 1640 Sec 1 (4)

**Complainants to Notify Other Party First:** Those submitting complaints are required to first notify the other party in writing prior to submitting complaints and give them the time specified in the manufactured housing landlord tenant act (ranging from 24 hours to 30 days, depending on the nature of the problem) to remedy the situation.

**Parties to Cooperate in Investigations:** The landlords and tenants involved in a complaint are required to cooperate with the department in an investigation by furnishing documents and providing written explanations as requested, as well as allow the department access to inspect park premises as part of a violation investigation.

**Department To Compile a List of Manufactured Home Communities to Register and Pay A Fee:** Mobile home parks and manufactured housing communities are required to register with the Department and provide the information required by the Department. At a minimum, registration information is to include the name and address of the community, its owner and manager. The information provided at registration must also note the number of lots in the community that are subject to the mobile home landlord tenant act because they are rented to the owner of a manufactured or mobile home.

The Department is directed to compile “the most accurate list possible” of all manufactured housing parks and communities and the number of lots subject to the manufactured housing landlord tenant act. The department is encouraged to work with groups including the office of community development (???), tenant advocacy groups, park owners associations and county assessors to generate this list.

Communities must pay a registration fee of \$5 per manufactured or mobile home, of which no more than half may be passed on to tenants, to cover the cost of the department work required under the act. Late fees are to be assessed if payment is not made before “the registration expiration date.” Funds generated by the fees go into a new account in the treasury and may be used only for the purposes of the act. No appropriation is required.

**Reports:** Following each investigation by the ombudsman service, the Department is directed to compile a written report “documenting the process and resolution of the complaint investigation.” The Department is prohibited from making any finding or decision about whether any unfair practice or any violation of the manufactured housing landlord tenant act has occurred.

The Department is directed to report to the legislature on its activities under the act, including the following summary statistics for the ombudsman service:

- The number of complaints received;
- The nature and extent of these complaints; and
- The actions taken by the Department.

The Department is also to submit the listing of manufactured housing communities and lots.

**Recommendations:** The Department is required to make recommendations to the legislature in the following areas:

- Changes in law needed to resolve disputes;
- Changes in the ombudsman and investigative programs;
- Whether a formal enforcement and administrative hearings program should be adopted and, if so, how it should be structured; and
- Resources needed for these services.

**Time Frames:** ESHB 1640 has an emergency clause and so took effect on May 13, 2005, the date on which it was signed by the Governor. The Department is directed to compile complaint statistics for the period from the effective date, May 13 through December 31<sup>st</sup>. On that same date the report must be submitted to the legislature and the act expires.<sup>5</sup> The act is, in effect, a six-month experiment.

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<sup>5</sup> Section 10, requiring the department to collect late fees, and section 13, providing for disposition of any funds remaining in the account into which fee revenue is deposited after December 31, 2005 are exempt from this sunset.

## **APPENDIX C**



# STATE OF WASHINGTON

DEPARTMENT OF COMMUNITY, TRADE AND ECONOMIC DEVELOPMENT  
OFFICE OF MANUFACTURED HOUSING

## NOTICE

### Chapter 429, Laws of 2005 (effective May 13, 2005):

### New Legislation for Complaints and Investigation of Landlord-Tenant Disputes

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Ombudsman Complaint Resolution Program (per Chapter 429, Laws of 2005)

**1-800-964-0852** or visit [www.cted.wa.gov/omh](http://www.cted.wa.gov/omh)

The Washington State Legislature expanded the authority and responsibilities of the Office of Manufactured Housing to investigate complaints that allege unfair practices or violations of the Manufactured/Mobile Home Landlord-Tenant Act, Chapter 59.20 RCW.

A Tenant's Right and Responsibility per Chapter 429, Laws of 2005:

#### RIGHT

- A tenant shall have the right to file a complaint with the Office of Manufactured Housing alleging an unfair practice or a violation of Chapter 59.20 RCW by the landlord.

#### RESPONSIBILITY

- A tenant must provide the landlord written notice of an alleged unfair practice or violation of Chapter 59.20 RCW and request remedy prior to filing a complaint with the Office of Manufactured Housing.

Rights and responsibilities of tenants are detailed in the Manufactured/Mobile Home Landlord-Tenant Act, Chapter 59.20 RCW, and include:

#### RIGHTS

- written one year lease
- privacy respected
- sell home within a community
- freedom of choice in purchasing goods or services
- attend meetings of organizations that represent the interest of tenants
- request the landlord to comply with any provision of the law
- utilities provided by lease and roads maintained in good condition

#### RESPONSIBILITIES

- be current in the payment of rent
- comply with all legal obligations imposed upon tenants
- keep space as clean and sanitary as the conditions of the premises permit
- not intentionally or negligently destroy, deface, damage, impair, or remove any of the landlord's property, or permit any family member or guest to do so
- not permit a nuisance or common waste
- not engage in drug-related activities

Additional rights and responsibilities of landlords and tenants are detailed in the Manufactured/Mobile Home Landlord-Tenant Act, Chapter 59.20 RCW

*For information and resources, or to file a complaint, contact  
the Office of Manufactured Housing at 1-800-964-0852 or visit [www.cted.wa.gov/omh](http://www.cted.wa.gov/omh).*



STATE OF WASHINGTON  
DEPARTMENT OF COMMUNITY, TRADE AND ECONOMIC DEVELOPMENT  
128 - 10<sup>th</sup> Avenue SW • PO Box 42525 • Olympia, Washington 98504-2525 • (360) 725-4000

**IMPORTANT NOTICE**

August 22, 2005

TO: Owners of Manufactured Housing Communities and Mobile Home Parks  
FROM: Washington State Office of Manufactured Housing  
RE: New Legislation Impacting Complaint Resolution in Parks and Communities

**Effective May 13, 2005**, new legislation requires all owners to register their mobile home parks and/or manufactured housing communities and pay a registration assessment fee to the Department of Community, Trade and Economic Development, Office of Manufactured Housing.

Registration Assessment Fee:

- The owner of each mobile home park or manufactured housing community shall pay a registration assessment of five dollars for each mobile or manufactured home within a park or community. Owners of communities and/or parks may pass on no more than two dollars and fifty cents of this assessment to tenants. *Chapter 429, Laws of 2005 1640, Section 7(1)*
- The registration assessment fee is due from all owners of parks and/or communities no later than November 21, 2005. *Chapter 429, Laws of 2005 1640, Section 6(2).*
- If an owner fails to pay the assessment before November 21, 2005, a late fee will be assessed at the interest rate for superior court civil judgments for each mobile or manufactured home that is subject to Chapter 59.20 RCW. The owner is not entitled to any reimbursement of this fee from the tenants. *Chapter 429, Laws of 2005 1640, Section 7(2)*

**REQUIRED ACTION:** Complete the enclosed Manufactured Housing Community Registration Form and submit it with payment in the envelope provided no later than the close of business, November 21, 2005. *Chapter 429, Laws of 2005 1640, Section 5 (2)*

**REQUIRED ACTION:** It is the responsibility of landlords and park owners to post the Ombudsman Complaint Resolution Program Notice (attached) in all common areas of their communities and/or parks. *Chapter 429, Laws of 2005 1640, Section 3(9)*

If you have any questions please call the Office of Manufactured Housing at 1-800-964-0852, Option 1, or visit [www.cted.wa.gov/omh](http://www.cted.wa.gov/omh).

Attachments: Chapter 429, Laws of 2005  
Ombudsman Complaint Resolution Program Notice  
Manufactured/Mobile Home Landlord-Tenant Act (Chapter 59.20 RCW)



STATE OF WASHINGTON  
DEPARTMENT OF COMMUNITY,  
TRADE AND ECONOMIC DEVELOPMENT

Office of Manufactured Housing  
PO Box 42525 Olympia WA 98504-2525  
360-725-2971 or 1-800-964-0852, Option 1

# Manufactured Housing Community Registration Application

Please print or type.

## Manufactured Housing Community Information

Park Name: \_\_\_\_\_

Address: \_\_\_\_\_

Street Address

City

State

Zip Code

Mailing Address

City

State

Zip Code

Previous Community (Park) Names: \_\_\_\_\_

Number of Lots in Community (Park): \_\_\_\_\_ X \$5 = \_\_\_\_\_ Total Due for Registration Assessment Fee

## Manufactured Housing Community Owner Information

Owner's Name: \_\_\_\_\_

Current Mailing Address: \_\_\_\_\_

Street or Post Office Box

City

State

Zip Code

Contact Person (if different from above): \_\_\_\_\_

Daytime Telephone Number: ( ) \_\_\_\_\_

Date Purchased Manufactured Housing Community (month/day/year): \_\_\_\_\_

Is the owner the taxpayer of record for the property? ☐ Yes ☐ No \_\_\_\_\_

## Manufactured Housing Community Manager Information

Current Manager's Name: \_\_\_\_\_

Current Mailing Address: \_\_\_\_\_

Street or Post Office Box

City

State

Zip Code

Daytime Telephone Number: ( ) \_\_\_\_\_

## Registration Assessment Fee

*The owner of each manufactured housing community shall pay a registration assessment of five dollars for each mobile home or manufactured home within a park or community. This fee is due no later than **December 31, 2005**. The Department of Community Trade and Economic Development (CTED) Office of Manufactured Housing cannot accept credit cards as a form of payment. Registration will only be accepted if completed in full.*

*Make checks or money order payable to **CTED** and mail to:*

**Office of Manufactured Housing**  
Community Registration  
Post Office Box 42525  
Olympia WA 98504-2525

### OFFICE USE ONLY

☐ Application Accepted

Registration # \_\_\_\_\_

☐ Payment Received

Date: \_\_\_\_\_ From: \_\_\_\_\_

☐ Certificate Sent

Date: \_\_\_\_\_



## **1640 Notification Mailing List**

House Bill 1640 was passed by the 2005 Legislature and requires the Office of Manufactured Housing to ensure that notice of the ombudsman program is given to each park owner and resident.

Receiving mailing addresses for the residents in your park will allow us to mail notification to each resident. Complete this form and return it with your registration form in the envelope provided. If you have questions, or would like this form electronically, please call us at 1-800-964-0852.

Date \_\_\_\_\_ Owner/Manager's Name \_\_\_\_\_

Park Name \_\_\_\_\_

Park Address \_\_\_\_\_

### **RESIDENT MAILING ADDRESSES**

<b>Mailing address only (please do not include names)</b>	<b>Space #</b>

Return this form to:

Office of Manufactured Housing

Post Office Box 42525

Olympia, WA 98504

**Mailing address only (please do not include names)**

Space #

Return this form to:

Office of Manufactured Housing

Post Office Box 42525

Olympia, WA 98504



STATE OF WASHINGTON

DEPARTMENT OF COMMUNITY, TRADE AND ECONOMIC DEVELOPMENT

128 - 10<sup>th</sup> Avenue SW • PO Box 42525 • Olympia, Washington 98504-2525 • (360) 725-4000

**SECOND NOTICE**

November 18, 2005

**TO:** Owners of Manufactured Housing Communities and Mobile Home Parks  
**FROM:** Office of Manufactured Housing  
**RE:** **November 21, 2005 Registration Deadline**

Our records indicate that we have not received your completed registration form and payment. As our August 22, 2005 letter indicated (copy enclosed) the deadline to register and submit payment is November 21, 2005. After that date, current law requires that a late fee be assessed. If you have recently sent your payment, please disregard this notice.

If you have any questions, concerns or need additional information, please call the Office of Manufactured Housing at 1-800-964-0852, Option 1, or visit [www.cted.wa.gov/omh](http://www.cted.wa.gov/omh).

Attachments: Registration form  
Late fee assessment table  
Letter dated August 22, 2005  
Park resident mailing address request form  
Self-addressed stamped envelope



STATE OF WASHINGTON

DEPARTMENT OF COMMUNITY, TRADE AND ECONOMIC DEVELOPMENT

128 - 10<sup>th</sup> Avenue SW • PO Box 42525 • Olympia, Washington 98504-2525 • (360) 725-4000

## REGISTRATION DEADLINE EXTENDED

December 8, 2005

**TO:** Owners of Manufactured Housing Communities and Mobile Home Parks  
**FROM:** Office of Manufactured Housing  
**RE:** **Registration Deadline Extended**

This notice is to inform you that the deadline to register your mobile home park has been extended to December 31, 2005. Our records indicate that we have not received your completed registration form and payment, as required by Chapter 429, Laws of 2005. Current law requires that a late fee be assessed after December 31, 2005. **If you have recently sent your payment, please disregard this notice.**

If you are not the owner, or do not represent the owner of a mobile home park, please complete the enclosed form titled "Registration Does Not Apply" and return it in the self-addressed stamped envelope. Upon receipt, our office will remove your name from the park list.

If you have any questions, concerns or need additional information, please call the Office of Manufactured Housing at **1-800-964-0852**, Option 1, or visit [www.cted.wa.gov/omh](http://www.cted.wa.gov/omh).

Attachments: Registration form  
Park resident mailing address request form  
Self-addressed stamped envelope

Definition of mobile home park, per 59.20.030 (6) RCW – "Mobile home park" or "manufactured housing community" means any real property which is rented or held out for rent to others for the placement of two or more mobile homes, manufactured homes, or park models for the primary purpose of production of income, except where such real property is rented or held out for rent for seasonal recreational purpose only and is not intended for year-round occupancy.



STATE OF WASHINGTON  
DEPARTMENT OF COMMUNITY,  
TRADE AND ECONOMIC DEVELOPMENT

**Office of Manufactured Housing**  
PO Box 42525 Olympia WA 98504-2525  
360-725-2971 or 1-800-964-0852, Option 1

## Manufactured Housing Community REGISTRATION DOES NOT APPLY

Please print or type.

I do not own a mobile home park, as defined by 59.20 RCW. Please remove my name from your park list.

Signature

Date

Name:

Address as it appears on your envelope:

Street Address

City

State

Zip Code

Mailing Address

City

State

Zip Code

Telephone Number

Mail completed form to:

**Office of Manufactured Housing**  
Community Registration  
PO Box 42525  
Olympia WA 98504-2525

Definition of mobile home park, per 59.20.030 (6) RCW – “Mobile home park” or “manufactured housing community” means any real property which is rented or held out for rent to others for the placement of two or more mobile homes, manufactured homes, or park models for the primary purpose of production of income, except where such real property is rented or held out for rent for seasonal recreational purpose only and is not intended for year-round occupancy.



# STATE OF WASHINGTON

DEPARTMENT OF COMMUNITY, TRADE AND ECONOMIC DEVELOPMENT  
OFFICE OF MANUFACTURED HOUSING

## SAMPLE

SAMPLE COUNTY

Certificate of Registration  
Chapter 429, Laws of 2005



STATE OF WASHINGTON  
DEPARTMENT OF COMMUNITY,  
TRADE AND ECONOMIC DEVELOPMENT

\_\_\_\_\_  
Owner

\_\_\_\_\_  
Date

## **APPENDIX D**

## **APPENDIX E**

Washington State Dept. of Community, Trade and Economic Development

September 22, 2005

FOR IMMEDIATE RELEASE

Media Contact: Amy Leneker, 360-725-5045  
Michelle Zahrlly, 360-725-4019

**State Toll-Free Line Available for Mobile Home Park Disputes**

The state Office of Manufactured Housing today announced new services for owners and residents of mobile home parks. A toll-free message line is available at 1-800-964-0852 to assist people who have mobile home landlord-tenant disputes. Calls are returned by the next business day.

"It's important for mobile home park residents and owners to know they can call the state ombudsman program at no cost and ask for assistance," said Amy Leneker, project manager.

"Our office is available to provide information and investigate disputes between mobile home park tenants and owners. If people are having a problem in a mobile home park, we may be able to help," said Leneker.

A bill passed during the 2005 legislative session requires the state office to investigate and document allegations, attempt agreements, and track the outcomes of investigations. The bill also included a new component for mobile home park registration, with a fee paid by park owners, and a report of investigation outcomes and recommendations to the state legislature by the end of the year.

###

Washington State Dept. of Community, Trade and Economic Development

November 22, 2005

PUBLIC SERVICE ANNOUNCEMENT

:20 seconds

Media Contact: Amy Leneker, 360-725-5045

Michelle Zahrly, 360-725-4019

**State Toll-Free Line Available for Mobile Home Park Disputes**

The state Office of Manufactured Housing is announcing a new service for owners and residents of mobile home parks. A toll-free message line is available to assist people who have mobile home or landlord-tenant disputes.

The phone line is part of a legislative program to help investigate mobile home park allegations, mediate agreements, and track investigations. If you live in a mobile home park, or own one, and have a problem call the toll free line at 1-800-964-0852. Your call will be returned within one business day. That's 1-800-964-0852.

###

## **APPENDIX F**

## **Project 1640 Committee Members**

<b>MEMBER</b>	<b>AFFILIATION (as reported by member)</b>
Jennifer Arnold	Senate Committee Services
Joan Brown	Washington Manufactured Housing Association
Bob Case	Mobile Home Tenants Association
Howard Craven	Mobile Home Owners of America (MHOA)
Jim Dean	Mobile Home Owners of America (MHOA)
Ishbel Dickens	Columbia Legal Services
Nick Federici	Low Income Housing Congress
Chuck Gilson	Mobile Home Owners of America (MHOA)
John Harvey	Department of Labor and Industries
Doug Hobkirk	Manufactured Housing Community Preservationists
Mary Gonzalez-Hanson	King County Housing Authority
Theresa Janzen	Manufactured Housing Community of Washington
Rick Jiles	Manufactured Housing Community of Washington
Fred Jones	Mobile Home Owners of America (MHOA)
John Landis	Mobile Home Owners of America (MHOA)
Ray Munson	Past President, MHOA
Bruce Neas	Columbia Legal Services
Ken Newton	Mobile Home Owners of America (MHOA)
Donna Pfeifer	Manufactured Housing Communities of Washington
Wolfgang Priebe	Mobile Home Owners of America (MHOA)
Sally Rivers	Mobile Home Owners of America (MHOA)
Ernie Scott	National Legislation Committee
Dean Simpson	Department of Labor and Industries
Don Shoemaker	Manufactured Housing Communities of Washington
Ken Spencer	Manufactured Housing Communities of Washington
John Woodring	Manufactured Housing Communities of Washington

## **APPENDIX G**



## APPENDIX G

### Actions Taken on Each Complaint

May 13,2005 – November 30, 2005

#### *Case ID*

011581

#### *Issues*

DIFFICULTIES W CM/O  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

#### *Unique Actions Taken*

10

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	2
1640 NAR LGL ACT RES	1
1640 NEG PROB S & C	1
1640 SENT CS CLS LTR	1
CALL TO	3
CONCILIATION	1

011582

#### *Issues*

NEIGHBORS  
PARK RULES

#### *Unique Actions Taken*

11

1640 AGMT RCHD PART	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	3
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 SENT CS CLS LTR	1
CALL TO	3
REFERRAL	2

**Case ID****011989****Issues**

DIFFICULTIES W CM/O  
HARASSMENT  
LEASE, CONTENT  
PARK RULES  
RETALIATION

**Unique Actions Taken****15**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR LGL ACT CO	1
1640 NOTIFICATION	1
1640 RCD ARF	1
1640 RCD WN TO CO	2
1640 SENT PACKET	1
CALL FROM	3
CALL TO	4
CASE CONSULTATION	2
CASE RESEARCH	2
MAILING	1
RECEIVE MAILING	1

**012013****Issues**

PARK MAINTENANCE  
UTILITIES

**Unique Actions Taken****9**

1640 AGMT REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN PENDNG	1
1640 SENT CS CLS LTR	1
CALL FROM	1
CALL TO	1
MAILING	1
RECEIVE MAILING	1

**Case ID****012014****Issues**

DIFFICULTIES W CM/O  
PARK MAINTENANCE

**Unique Actions Taken****10**

1640 AGMT REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
CASE CONSULTATION	1
MAILING	1
RECEIVE MAILING	1

**012029****Issues**

LOT/HOME MAINTENANCE  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

**Unique Actions Taken****14**

1640 CASE OPEN	1
1640 INTAKE PENDING	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	9
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 WRITTEN NOTICE	1
CALL FROM	5
CALL TO	13
RECEIVE MAILING	2
RECEIVED E-MAIL	4
SEND LETTER	2
SENT E-MAIL	2
SENT FAX	1

**Case ID****012031****Issues**

PARK MAINTENANCE  
SAFETY HEALTH/HAZARD  
SEWER PROBLEMS  
WATER CONCERNS

**Unique Actions Taken****12**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	2
1640 NAR UNKNOWN	1
1640 NEG RES & CM	1
1640 RESIDENT NOTICE	1
1640 SENT CS CLS LTR	1
CALL FROM	1
CALL TO	1
RECEIVE MAILING	2

**012033****Issues**

LOT/HOME MAINTENANCE  
PARK MAINTENANCE

**Unique Actions Taken****7**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
CALL FROM	1
CALL TO	2
RECEIVE MAILING	1

**012034****Issues**

LEASE, CONTENT  
RENT ISSUES

**Unique Actions Taken****6**

1640 INVSTGTN OPEN	1
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**Case ID**

1640 RCD ARF	1
1640 RCD WN TO CO	1
CALL FROM	1
CALL TO	1
MAILING	1

**012035****Issues****Unique Actions Taken****12**

DIFFICULTIES W CM/O  
HARASSMENT  
LOT/HOME MAINTENANCE  
NON-NEGOTIABLE CO  
PARK MAINTENANCE  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	1
1640 NAR N R RES	1
1640 RCD ARF	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL FROM	1
CALL TO	2
RECEIVE MAILING	2

**012036****Issues****Unique Actions Taken****13**

DIFFICULTIES W CM/O  
HARASSMENT  
LOT/HOME MAINTENANCE  
PARK MAINTENANCE

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1

**Case ID**

1640 INVSTGTN PHONE	1
1640 NAR N R RES	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL FROM	3
CALL TO	1
RECEIVE MAILING	2

**012037****Issues****Unique Actions Taken****12**

DIFFICULTIES W CM/O  
HARASSMENT  
LOT/HOME MAINTENANCE  
PARK MAINTENANCE  
PROPERTY/LOT

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	1
1640 NAR N R RES	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL FROM	1
CALL TO	1
RECEIVE MAILING	2

**012040****Issues****Unique Actions Taken****16**

DIFFICULTIES W CM/O  
LEASE, LACK OF  
WATER ACCESS

1640 CASE CLOSED	1
1640 CASE OPEN	1

**Case ID**

1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PENDNG	1
1640 INVSTGTN PHONE	1
1640 NAR RES RSPSBLE	1
1640 NEG PROB S & C	1
1640 NOTIFICATION	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
CALL FROM	1
CALL TO	1
MAILING	1
REFERRAL	1

012086

**Issues****Unique Actions Taken**

12

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK MAINTENANCE  
RENT ISSUES

1640 AGMT RCHD PART	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT PACKET	1
CALL FROM	7
CALL TO	1
CASE CONSULTATION	1
RECEIVE MAILING	2

**Case ID**

012089

**Issues**

LEASE, CONTENT

PARK RULES

**Unique Actions Taken**

9

1640 AGMT REACHED	2
1640 CASE CLOSED	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NOTIFICATION	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
CALL FROM	1
CALL TO	2

012092

**Issues**

PARK MAINTENANCE

SAFETY HEALTH/HAZARD

**Unique Actions Taken**

10

1640 AGMT REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 SENT CS CLS LTR	1
CALL FROM	1
CALL TO	1
CASE CONSULTATION	1
RECEIVE MAILING	1

012093

**Issues**

MHP DEPOSIT

**Unique Actions Taken**

10

1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	3



**Case ID**

1640 NOTIFICATION	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1
CALL FROM	1
CALL TO	5
RECEIVE MAILING	1
SENT FAX	1

**012105****Issues**

DIFFICULTIES W CM/O  
PARK MAINTENANCE  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
CALL TO	1
CASE CONSULTATION	1
RECEIVE MAILING	1

**012107****Issues**

DIFFICULTIES W CM/O  
PARK MAINTENANCE

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
CALL TO	1
CASE CONSULTATION	1

**Case ID**

*RECEIVE MAILING* *1*

*012112*

**Issues**

DIFFICULTIES W CM/O  
LEASE TRANSFER

**Unique Actions Taken**

*8*

*1640 CASE CLOSED* *1*  
*1640 CASE OPEN* *1*  
*1640 INVSTGTN CLOSED* *1*  
*1640 INVSTGTN OPEN* *1*  
*1640 SENT CS CLS LTR* *1*  
*CALL TO* *1*  
*CASE CONSULTATION* *1*  
*RECEIVE MAILING* *1*

*012119*

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken**

*10*

*1640 CASE CLOSED* *1*  
*1640 CASE OPEN* *1*  
*1640 INVSTGTN CLOSED* *1*  
*1640 INVSTGTN OPEN* *1*  
*1640 NAR N R CO* *1*  
*1640 NOTIFICATIN RES* *1*  
*1640 RCD WN TO CO* *1*  
*1640 SENT CS CLS LTR* *1*  
*1640 WRITTEN NOTICE* *1*  
*SEND LETTER* *1*

*012120*

**Issues**

MHP AMENITIES

**Unique Actions Taken**

*9*

**Case ID**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012121****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012122****Issues****Unique Actions Taken****12**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK MAINTENANCE  
PARK RULES  
SAFETY HEALTH/HAZARD

1640 CASE CLOSED	1
1640 CASE OPEN	1

**Case ID**

1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	2
1640 WRITTEN NOTICE	1
CALL FROM	1
CALL TO	1
SEND LETTER	1

**012123****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012124****Issues****Unique Actions Taken****15**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK MAINTENANCE  
PARK RULES  
SAFETY HEALTH/HAZARD

1640 AGMT RCHD PART	1
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**Case ID**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
CALL FROM	1
CALL TO	1
RECEIVE MAILING	1
SEND LETTER	1
SENT FAX	1

**012125****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**Case ID****012126****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012127****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**Case ID****012128****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012129****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**Case ID****012130****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	2
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012131****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1



**Case ID****012132****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012133****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**Case ID****012134****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012135****Issues**

MHP AMENITIES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012136****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****9**

**Case ID**

1640 CASE CLOSED	2
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	2
1640 INVSTGTN OPEN	1
1640 NAR N R CO	2
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	2
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012137****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012138****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1

**Case ID**

1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012139****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012140****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1

**Case ID**

1640 WRITTEN NOTICE 1  
SEND LETTER 1

**012141****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken 10**

1640 CASE CLOSED 1  
1640 CASE OPEN 1  
1640 INVSTGTN CLOSED 1  
1640 INVSTGTN OPEN 1  
1640 NAR N R CO 1  
1640 NOTIFICATIN RES 1  
1640 RCD WN TO CO 1  
1640 SENT CS CLS LTR 1  
1640 WRITTEN NOTICE 1  
SEND LETTER 1

**012142****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken 10**

1640 CASE CLOSED 1  
1640 CASE OPEN 1  
1640 INVSTGTN CLOSED 1  
1640 INVSTGTN OPEN 1  
1640 NAR N R CO 1  
1640 NOTIFICATIN RES 1  
1640 RCD WN TO CO 1  
1640 SENT CS CLS LTR 1  
1640 WRITTEN NOTICE 1  
SEND LETTER 1

**Case ID**

012143

**Issues**

MHP AMENITIES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

012144

**Issues**

DIFFICULTIES W CM/O

LEASE, CONTENT

MHP AMENITIES

PARK RULES

**Unique Actions Taken**

10

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

012145

**Issues**

DIFFICULTIES W CM/O

LEASE, CONTENT

MHP AMENITIES

PARK RULES

**Unique Actions Taken**

10

**Case ID**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012146****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012147****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1

**Case ID**

1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012148****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012150****Issues****Unique Actions Taken****9**

MHP AMENITIES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1



**Case ID**

1640 WRITTEN NOTICE	1
SEND LETTER	1

**012151****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken 10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012152****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken 10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**Case ID****012153****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012154****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**Case ID****012155****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012156****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**Case ID****012157****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012158****Issues**

MHP AMENITIES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012159****Issues**

MHP AMENITIES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
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**Case ID**

1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012161****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012162****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1

**Case ID**

1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 RESIDENT NOTICE	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012163****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012164****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1

**Case ID**

1640 WRITTEN NOTICE	1
SEND LETTER	1

**012165****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken** 10

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	2
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012166****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken** 10

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**Case ID**

012167

**Issues**

MHP AMENITIES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

012168

**Issues**

DIFFICULTIES W CM/O

LEASE, CONTENT

MHP AMENITIES

PARK RULES

**Unique Actions Taken**

10

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

012169

**Issues**

DIFFICULTIES W CM/O

LEASE, CONTENT

MHP AMENITIES

PARK RULES

**Unique Actions Taken**

10



**Case ID**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012170****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012171****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1

**Case ID**

1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012172****Issues****Unique Actions Taken****10**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
MHP AMENITIES  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012173****Issues****Unique Actions Taken****9**

MHP AMENITIES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1

**Case ID**

1640 WRITTEN NOTICE	1
SEND LETTER	1

**012174****Issues**

MHP AMENITIES

<b>Unique Actions Taken</b>	<b>9</b>
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1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
SEND LETTER	1

**012193****Issues**

PARK MAINTENANCE

PARK RULES

SAFETY HEALTH/HAZARD

<b>Unique Actions Taken</b>	<b>13</b>
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1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	4
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1
CALL TO	3
CASE CONSULTATION	3
RECEIVE MAILING	1
SEND LETTER	1

**Case ID**

012194

**Issues**

UTILITIES

**Unique Actions Taken**

10

1640 AGMT REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INTAKE PENDING	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 WRITTEN NOTICE	1

012199

**Issues**

DIFFICULTIES W CM/O

HARASSMENT

PARK RULES

RETALIATION

**Unique Actions Taken**

17

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN PHONE	1
1640 NAR LGL ACT CO	1
1640 NEG RES & CM	1
1640 NOTIFICATION	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL FROM	6
CALL TO	11
CASE CONSULTATION	1

**Case ID**

RECEIVED FAX	1
SEND LETTER	1

**012209****Issues**

DIFFICULTIES W CM/O  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD  
WATER CONCERNS

**Unique Actions Taken****8**

1640 CASE OPEN	1
1640 INTAKE PENDING	1
1640 INVSTGTN OPEN	1
1640 RCD WN TO CO	1
1640 SENT PACKET	2
CALL FROM	1
CALL TO	4
MAILING	1

**012211****Issues**

DIFFICULTIES W CM/O  
HARASSMENT  
MHP AMENITIES  
PARK MAINTENANCE  
PARK RULES  
SAFETY HEALTH/HAZARD  
WATER CONCERNS

**Unique Actions Taken****7**

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT PACKET	1
CALL FROM	2
CALL TO	1

**Case ID**

012218

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT

**Unique Actions Taken**

9

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	2
1640 RCD ARF	1
1640 RCD WN TO CO	1
CALL FROM	2
CALL TO	5
CASE CONSULTATION	1
CONCILIATION	1

012225

**Issues**

PROPERTY/LOT  
UTILITIES  
WATER CONCERNS

**Unique Actions Taken**

17

1640 AGMT REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PENDNG	1
1640 INVSTGTN PHONE	5
1640 RCD ARF	1
1640 RCD PHOTOS	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL FROM	4
CALL TO	7
MAILING	1
RECEIVED E-MAIL	1
SENT E-MAIL	1

**Case ID**

012228	<b>Issues</b>	<b>Unique Actions Taken</b>	<b>14</b>
	EVICTIION		
	HARASSMENT		
	PARK RULES		
	PETS		
		1640 CASE CLOSED	1
		1640 CASE OPEN	2
		1640 INVSTGTN CLOSED	1
		1640 INVSTGTN OPEN	2
		1640 NAR LGL ACT RES	1
		1640 NEG REFERRALS	1
		1640 RCD ARF	1
		1640 RCD WN TO CO	1
		1640 SENT CS CLS LTR	1
		1640 SENT PACKET	1
		CALL FROM	1
		CALL TO	7
		CASE CONSULTATION	1
		RECEIVED E-MAIL	1
012231	<b>Issues</b>	<b>Unique Actions Taken</b>	<b>11</b>
	HARASSMENT		
		1640 CASE OPEN	1
		1640 INVSTGTN OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD LEASE	1
		1640 RCD WN TO CO	1
		1640 RCD WN TO RES	1
		1640 RESIDENT NOTICE	1
		CALL FROM	1
		CALL TO	2

**Case ID**

SENT E-MAIL 1

012236

**Unique Actions Taken** 4

1640 CALLER COULD NOT BE REACHED 1

1640 CASE CLOSED 1

1640 CASE OPEN 1

CALL TO 2

012241

**Unique Actions Taken** 4

1640 CALLER COULD NOT BE REACHED 1

1640 CASE CLOSED 1

1640 CASE OPEN 1

CALL TO 2

012242

**Unique Actions Taken** 4

1640 CALLER COULD NOT BE REACHED 1

1640 CASE CLOSED 1

1640 CASE OPEN 1

CALL TO 2



**Case ID****012243****Issues**

DIFFICULTIES W CM/O  
HARASSMENT  
MHP AMENITIES  
PARK MAINTENANCE  
PARK RULES  
RETALIATION

**Unique Actions Taken****12**

1640 AGMT RCHD PART	1
1640 CASE OPEN	1
1640 INTAKE PENDING	1
1640 INVSTGTN OPEN	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	3
1640 RCD WN TO CO	2
1640 SENT NOTIFICATN	1
CALL FROM	3
CALL TO	16
CASE CONSULTATION	1
SENT E-MAIL	2

**012245****Issues**

DIFFICULTIES W CM/O  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

**Unique Actions Taken****15**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INTAKE PENDING	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR LGL ACT RES	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1
1640 SENT PACKET	1
CALL TO	4

**Case ID**

CASE CONSULTATION	1
RECEIVED E-MAIL	4
SEND LETTER	1
SENT E-MAIL	1

**012253****Issues**

MHP AMENITIES  
UTILITIES  
WATER ACCESS

**Unique Actions Taken** 6

1640 CASE OPEN	1
1640 INVSTGTN OPEN	2
1640 INVSTGTN PHONE	1
1640 RCD WN TO CO	1
CALL TO	2
SEND LETTER	1

**012254****Issues**

DIFFICULTIES W CM/O  
EVICTION  
HARASSMENT  
NEIGHBORS  
PARK RULES  
RENT ISSUES

**Unique Actions Taken** 5

1640 INTAKE PENDING	1
1640 INVSTGTN OPEN	1
1640 RCD CORESPNDNCE	1
1640 SENT PACKET	1
CALL TO	1

**012255****Issues**

UTILITIES

**Unique Actions Taken** 3

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1

**Case ID**

1640 RCD WN TO CO 1

012257

**Issues****Unique Actions Taken**

6

DIFFICULTIES W CM/O  
HARASSMENT  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

1640 CASE OPEN 1  
1640 INVSTGTN OPEN 1  
1640 INVSTGTN PENDNG 1  
1640 INVSTGTN PHONE 1  
1640 SENT NOTIFICATN 1  
WALK-IN 1

012259

**Issues****Unique Actions Taken**

4

DIFFICULTIES W CM/O  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

1640 CASE OPEN 1  
1640 INVSTGTN OPEN 1  
1640 INVSTGTN PHONE 1  
1640 RCD WN TO CO 1

012265

**Issues****Unique Actions Taken**

3

PARK MAINTENANCE

1640 CASE OPEN 1  
1640 INVSTGTN OPEN 1  
1640 RCD WN TO CO 1

012266

**Issues****Unique Actions Taken**

8

PARK MAINTENANCE

**Case ID**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INTAKE PENDING	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	1
1640 SENT CS CLS LTR	1
CALL TO	1

**012271****Issues****Unique Actions Taken****6**

DIFFICULTIES W CM/O  
HARASSMENT  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 RCD WN TO CO	1
1640 SENT NOTIFICATN	1
CASE CONSULTATION	1
WALK-IN	1

**012274****Issues****Unique Actions Taken****5**

LEASE, CONTENT  
MHP CLOSURE

1640 AGMT REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 RCD ARF	1
CALL TO	2

**Case ID**

012276

**Issues**

DIFFICULTIES W CM/O  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD  
UTILITIES

**Unique Actions Taken**

12

1640 AGMT REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INTAKE PENDING	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	4
1640 RCD CORESPNDNCE	2
1640 RCD PHOTOS	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
CALL TO	1

012285

**Unique Actions Taken**

4

1640 CALLER COULD NOT BE REACHED	1
1640 CASE CLOSED	1
1640 INTAKE PENDING	1
CALL TO	1

012289

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1

**Case ID**

1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012291****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012292****Issues**

LEASE, CONTENT  
MHP CLOSURE

**Unique Actions Taken****6**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INTAKE PENDING	1
1640 INVSTGTN PENDNG	1
1640 RCD ARF	1
CALL TO	3

**Case ID****012293****Issues**

DIFFICULTIES W CM/O  
DIFFICULTIES W MHO  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

**Unique Actions Taken****10**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NON-1640	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1
CALL TO	1
CASE CONSULTATION	1

**012294****Issues**

DIFFICULTIES W CM/O  
DIFFICULTIES W MHO  
PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

**Unique Actions Taken****10**

1640 CASE OPEN	1
1640 INTAKE PENDING	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	6
1640 NEG PROB S & C	1
1640 RCD ARF	1
1640 RCD WN TO CO	2
CALL FROM	2
CALL TO	6
CASE RESEARCH	1

<b><i>Case ID</i></b>			
<b><i>012307</i></b>	<b><i>Issues</i></b> DIFFICULTIES W CM/O EVICTION	<b><i>Unique Actions Taken</i></b>	<b><i>4</i></b>
		<i>1640 CALLER COULD NOT BE REACHED</i>	<i>1</i>
		<i>1640 CASE CLOSED</i>	<i>1</i>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>CALL TO</i>	<i>1</i>
<b><i>012308</i></b>	<b><i>Issues</i></b> EVICTION	<b><i>Unique Actions Taken</i></b>	<b><i>3</i></b>
		<i>1640 CASE CLOSED</i>	<i>1</i>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>CALL TO</i>	<i>3</i>
<b><i>012325</i></b>	<b><i>Issues</i></b> PARK MAINTENANCE RENT ISSUES UTILITIES	<b><i>Unique Actions Taken</i></b>	<b><i>8</i></b>
		<i>1640 CASE CLOSED</i>	<i>1</i>
		<i>1640 CASE OPEN</i>	<i>1</i>
		<i>1640 INVSTGTN CLOSED</i>	<i>1</i>
		<i>1640 INVSTGTN OPEN</i>	<i>1</i>
		<i>1640 RCD ARF</i>	<i>1</i>
		<i>1640 SENT CS CLS LTR</i>	<i>1</i>
		<i>1640 SENT PACKET</i>	<i>1</i>
		<i>CALL FROM</i>	<i>1</i>
<b><i>012329</i></b>	<b><i>Issues</i></b> PARK MAINTENANCE SAFETY HEALTH/HAZARD	<b><i>Unique Actions Taken</i></b>	<b><i>12</i></b>
		<i>1640 AGMT RCHD PART</i>	<i>1</i>



**Case ID**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	2
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL FROM	1
CALL TO	2

**012339****Issues****Unique Actions Taken****11**

LOT/HOME MAINTENANCE  
PARK RULES

1640 AGMT RCHD PART	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	2
1640 RCD ARF	1
1640 RCD PHOTOS	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
CALL TO	1

**012356****Issues****Unique Actions Taken****3**

EVICTON

1640 CASE CLOSED	1
1640 NON-1640	1
CALL TO	2

**Case ID**

012363

**Issues**

MHP DEPOSIT

**Unique Actions Taken**

6

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 COMPLAINANT WITHDRW CMLNT	1
1640 INVSTGTN OPEN	1
1640 SENT NOTIFICATN	1
CALL TO	5

012375

**Issues**

DIFFICULTIES W CM/O

PARK MAINTENANCE

SAFETY HEALTH/HAZARD

**Unique Actions Taken**

7

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 SENT NOTIFICATN	1
CASE CONSULTATION	2
RECEIVE MAILING	1

012394

**Issues**

SELLING HOME PROBLEM

**Unique Actions Taken**

7

1640 AGMT REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN PENDNG	1
1640 RCD ARF	1
1640 SENT CS CLS LTR	1
CALL TO	2

**Case ID**

012405	<b>Issues</b>	<b>Unique Actions Taken</b>	<b>5</b>
	WATER ACCESS		
	WATER CONCERNS		
		1640 AGMT REACHED	1
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		1640 RCD ARF	1
012406		CALL TO	1
	<b>Issues</b>	<b>Unique Actions Taken</b>	<b>6</b>
	EVICTON		
	MHP DEPOSIT		
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		1640 NON-1640	1
012413		1640 NOTIFICATIN RES	1
		CALL TO	1
		MAILING	1
	<b>Issues</b>	<b>Unique Actions Taken</b>	<b>15</b>
	DIFFICULTIES W CM/O		
	DISCRIMINATION		
	EVICTON		
	LEASE, CONTENT		
	LEASE, LACK OF		
	PARK RULES		
	RETALIATION		
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		1640 INVSTGTN CLOSED	1
		1640 INVSTGTN OPEN	1
		1640 NAR LGL ACT CO	1

**Case ID**

1640 NAR LGL ACT RES	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL FROM	1
CALL TO	10
CASE CONSULTATION	4
RECEIVED E-MAIL	2
RECEIVED FAX	8

**012421****Issues**

PARK MAINTENANCE  
PARK RULES  
WATER CONCERNS  
WATER QUALITY

**Unique Actions Taken****7**

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 RCD ARF	3
1640 RCD WN TO CO	2
1640 SENT NOTIFICATN	1
1640 SENT PACKET	1
CALL TO	1

**012422****Issues**

LEASE, CONTENT  
MHP CLOSURE

**Unique Actions Taken****7**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 NON-1640	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL TO	2
RECEIVED E-MAIL	1

**Case ID**

012424	<b>Issues</b>	<b>Unique Actions Taken</b>	<b>5</b>
	DIFFICULTIES W CM/O		
	LEASE, CONTENT		
	PARK MAINTENANCE		
	PARK RULES		
	RENT ISSUES		
		1640 CASE OPEN	1
		1640 INVSTGTN OPEN	1
		1640 RCD ARF	1
		1640 RCD CORESPNDNCE	1
		1640 RCD WN TO CO	1
012429	<b>Issues</b>	<b>Unique Actions Taken</b>	<b>9</b>
	DIFFICULTIES W CM/O		
	PARK MAINTENANCE		
	SAFETY HEALTH/HAZARD		
		1640 CASE OPEN	1
		1640 INVSTGTN OPEN	1
		1640 INVSTGTN PHONE	4
		1640 RCD ARF	1
		1640 RCD WN TO CO	1
		1640 SENT PACKET	1
		CALL FROM	1
012435	<b>Issues</b>	<b>Unique Actions Taken</b>	<b>7</b>
	WATER ACCESS		
	WATER CONCERNS		
		1640 AGMT REACHED	1
		1640 CASE CLOSED	1
		1640 CASE OPEN	1
		1640 INVSTGTN CLOSED	1

**Case ID**

1640 INVSTGTN OPEN	1
1640 RCD ARF	1
1640 SENT CS CLS LTR	1

**012442****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken** 9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012444****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken** 9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**Case ID**

012445

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

012446

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

012447

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1

**Case ID**

1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012449****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012450****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1



**Case ID****012451****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012452****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012453****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1

**Case ID**

1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012455****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012456****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**Case ID**

012457

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

012458

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

012459

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1

**Case ID**

1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012460****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012461****Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken****9**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**Case ID**

012462

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

012463

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

012464

**Issues**

DIFFICULTIES W CM/O  
MHP AMENITIES  
PARK MAINTENANCE

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1

**Case ID**

1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012471****Issues****Unique Actions Taken****8**

LEASE, CONTENT  
LEASE, LACK OF  
PARK MAINTENANCE  
PARK RULES

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	5
1640 RCD ARF	1
1640 RCD LEASE	1
1640 RCD WN TO CO	1
CALL TO	2
RECEIVED E-MAIL	1

**012483****Issues****Unique Actions Taken****15**

DIFFICULTIES W MHO  
LOT/HOME MAINTENANCE  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	3
1640 NAR N R CO	1
1640 RCD ARF	1
1640 RCD LEASE	1
1640 RCD PHOTOS	1
1640 RCD WN TO CO	1

**Case ID**

1640 SENT PACKET	1
CALL TO	9
RECEIVED E-MAIL	8
SEND LETTER	2
SENT E-MAIL	3

**012485****Issues****Unique Actions Taken 11**

LOT/HOME MAINTENANCE  
SHED MAINTENANCE  
WATER CONCERNS

1640 AGMT RCHD PART	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	4
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL TO	4

**012489****Issues****Unique Actions Taken 7**

DIFFICULTIES W CM/O  
FINANCIAL TRANS  
SELLING HOME PROBLEM

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 SENT PACKET	1
CALL TO	2

**Case ID**

012498

**Unique Actions Taken**

5

1640 CALLER COULD NOT BE REACHED	1
1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 SENT PACKET	1
CALL TO	2

012500

**Issues****Unique Actions Taken**

13

HARASSMENT  
LOT/HOME MAINTENANCE  
PARK RULES

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 COMPLAINANT WITHDRW CMPLNT	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	1
1640 RCD ARF	1
1640 RCD PHOTOS	1
1640 RCD WN TO CO	1
1640 RCD WN TO RES	1
1640 SENT CS CLS LTR	1
1640 SENT PACKET	1
CALL TO	1

012501

**Issues****Unique Actions Taken**

7

DIFFICULTIES W CM/O  
LEASE, CONTENT  
LEASE, LACK OF  
MHP DEPOSIT

1640 CASE OPEN	1
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**Case ID**

1640 INVSTGTN OPEN	1
1640 RCD ARF	1
1640 RCD WN TO CO	1
1640 RCD WN TO RES	1
1640 SENT PACKET	1
CALL TO	2

**012505****Issues**

PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

**Unique Actions Taken****5**

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 RCD CORESPNDNCE	1

**012517****Issues**

PARK MAINTENANCE

**Unique Actions Taken****3**

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 RCD CORESPNDNCE	1

**012518****Issues**

PARK MAINTENANCE

**Unique Actions Taken****6**

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	2
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD WN TO CO	1

**Case ID**

012532

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

012533

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1
1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

012534

**Issues**

DIFFICULTIES W CM/O  
LEASE, CONTENT  
PARK RULES

**Unique Actions Taken**

9

1640 CASE CLOSED	1
1640 CASE OPEN	1
1640 INVSTGTN CLOSED	1

**Case ID**

1640 INVSTGTN OPEN	1
1640 NAR N R CO	1
1640 NOTIFICATIN RES	1
1640 RCD WN TO CO	1
1640 SENT CS CLS LTR	1
SEND LETTER	1

**012541****Issues**

LEASE, CONTENT  
LEASE, LACK OF  
PARK MAINTENANCE  
PARK RULES

**Unique Actions Taken****6**

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	3
1640 RCD ARF	1
1640 RCD WN TO CO	2
1640 SENT PACKET	1

**012542****Issues**

LEASE, CONTENT  
LEASE, LACK OF  
PARK RULES

**Unique Actions Taken****7**

1640 AGMT RCHD PART	1
1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 RCD ARF	1
1640 RCD LEASE	1
1640 RCD WN TO CO	1
1640 SENT PACKET	1

**Case ID**

012544

**Issues**

DIFFICULTIES W CM/O  
PARK MAINTENANCE  
PARK RULES  
RENT ISSUES

**Unique Actions Taken**

13

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 INVSTGTN PHONE	1
1640 RCD ARF	1
1640 RCD CORESPNDNCE	1
1640 RCD LEASE	1
1640 RCD WN TO CO	1
1640 RCD WN TO RES	1
1640 SENT NOTIFICATN	1
CALL FROM	1
CALL TO	3
CASE CONSULTATION	1
CASE RESEARCH	1

012546

**Issues**

PARK MAINTENANCE  
SAFETY HEALTH/HAZARD

**Unique Actions Taken**

8

1640 CASE OPEN	1
1640 INVSTGTN OPEN	1
1640 RCD ARF	1
1640 RCD PHOTOS	1
1640 RCD WN TO CO	1
1640 SENT NOTIFICATN	1
CALL TO	3
CASE RESEARCH	1

**Case ID****012554****Issues**

EVICTIION  
LEASE, CONTENT  
MHP DEPOSIT  
SELLING HOME PROBLEM

**Unique Actions Taken****7**

1640 CASE OPEN 1  
1640 INVSTGTN OPEN 1  
1640 INVSTGTN PHONE 1  
1640 RCD ARF 1  
1640 RCD CORESPNDNCE 3  
1640 RCD WN TO CO 1  
CALL TO 3

**012566****Issues**

INSTALLATION/SET-UP

**Unique Actions Taken****6**

1640 CASE OPEN 1  
1640 INVSTGTN OPEN 1  
1640 INVSTGTN PHONE 3  
1640 RCD ARF 1  
1640 RCD WN TO CO 1  
CALL TO 5

**012568****Issues**

SAFETY HEALTH/HAZARD

**Unique Actions Taken****9**

1640 CASE OPEN 1  
1640 INVSTGTN OPEN 1  
1640 INVSTGTN PHONE 1  
1640 NEG PROB S & C 1  
1640 RCD ARF 1  
1640 RCD WN TO CO 1  
1640 SENT PACKET 1

***Case ID***

<i>CALL FROM</i>	<i>1</i>
<i>CALL TO</i>	<i>1</i>

*012706*

<b><i>Unique Actions Taken</i></b>	<b><i>5</i></b>
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<i>1640 CALLER COULD NOT BE REACHED</i>	<i>1</i>
<i>1640 CASE CLOSED</i>	<i>1</i>
<i>1640 CASE OPEN</i>	<i>1</i>
<i>CALL FROM</i>	<i>1</i>
<i>CALL TO</i>	<i>1</i>

*012707*

<b><i>Unique Actions Taken</i></b>	<b><i>5</i></b>
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<i>1640 CALLER COULD NOT BE REACHED</i>	<i>1</i>
<i>1640 CASE CLOSED</i>	<i>1</i>
<i>1640 CASE OPEN</i>	<i>1</i>
<i>CALL FROM</i>	<i>1</i>
<i>CALL TO</i>	<i>1</i>